

City of Marshfield



REQUEST FOR QUALIFICATIONS
FOR
SECURITY FOCUSED INFORMATION TECHNOLOGY SUPPORT
AND
CONSULTING SERVICES

Submittal Date: June 1, 2022

Submit To:

City of Marshfield

Attention: City Clerk

“SEALED” “RFQ: IT”

798 S. Marshall Street

Marshfield, MO 65706

I. Purpose

The purpose of this process is to identify and select a qualified security focused information technology support and services company.

Selected companies for interview must demonstrate qualifications, experience, and abilities to perform the scope of work detailed in this document. If chosen, the anticipated contract term is three (3) years and the City reserves the right to offer or deny an additional renewal option. A selection committee will review and grade responses to this RFQ.

II. Background

The City of Marshfield does NOT have an IT Department and is currently using an outside vendor service to provide maintenance and support on an as needed basis for its user community. The City of Marshfield is a full-service community providing a high level of services to its residents. Services include: Administration, Parks and Recreation, Police, Public Works, and Utilities within multiple facilities. There are several servers within the City's networking system and over 30 users/PC's that will need to be covered under the service and support agreement with the successful consultant or firm. The PC's vary by manufacturer, age, specifications, software, and service pack versions. Office 365 is the prevalent operating system used at workstations. For existing network specific information please call Sam Rost, 417-859-2352 or please email samrost@marshfieldmo.gov

III. Scope of Services

The City of Marshfield is looking for a company that will assume the internal role of an integral IT Department. Having the resources of an outside company will provide a broader scope of coverage than internal. The scope of these services should include a minimum of the following and shall be provided by the selected company.

- Initial Assessment/IT Lifecycle Planning
 - Establish minimum hardware specifications.
 - Audit and Assess all Hardware and Software.
 - Determine necessary EOL (End of Life) of hardware and software.
 - Establish a suggested hardware / software replacement plan.
 - Create list of priorities that could create largest technology issues.
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- Global Support
 - 8-5 Monday-Friday CST Support, Excluding Holiday & Weekends
 - An allowance of Emergency (Mission Critical) after hours up until a specific number of hours.
 - Remote support, and onsite support escalation if necessary.

- Monitoring of Network 24X7X365 and reporting issues and suggested actions.
- Maintain inventory of IT Hardware & Software
- Responsible for IT Onboarding and Offboarding of City Employees.
- Cybersecurity
 - Have a detailed plan when it comes to Cybersecurity and threat mitigation.
 - Endpoint Security
 - Zero Trust Applications for Workstation & Servers
 - Application Whitelisting
 - Internet Filtering / SIEM
 - Zero Trust VPN & IDS Intrusion Detection on all Workstations / Servers
 - Dark web Scanning of cityofmarshfield.com domain.
 - Cloud – File Backup for Workstations
 - Local & Cloud Backup for Servers
 - File Backups & System Images
 - 6th Month Retention on Cloud Backups
 - Office 365 Email Backup & Archiving for Compliance
 - Disaster Response Plan for Natural Disasters and Cyberattacks.
 - Run Email Phishing Campaigns and offer Cyber Security Training Education
 - Secure Online Password Manager with Mobile Application
 - Ability to share common passwords with other City Employees securely.
 - Securely encrypt all City Administrative Technology passwords.
 - Encrypt hard drives of workstations.
 - IT Company must stay informed on latest threats and will educate end users on threats as needed. In addition, company will perform proactive mitigation of learned vulnerabilities.
 - Maintain patch management on Operating Systems and other equipment if applicable.
 - Alerted if unknown network devices connect to network and assume an IP Address.
- Hardware & Application Support
 - City understands that all third-party software must be covered under a software maintenance agreement.
 - IT Company will assist with the scheduling and installing of updates on third-party software.
 - Troubleshoot local desktop and server applications.
 - Handle installation of physical hardware of workstations, servers, and network equipment.
 - Establish Incident / Request Response Level and Estimated Resolution Times
- Network and Server Management
 - Responsible for updating and making any configuration changes necessary.
 - Assist with the installation of any new application or appliances on the network.
 - Maintain network segmentation. This includes Guest Wi-Fi, City Network, and SCADA and where they connect ensure there are adequate security measures in place.

- Monitor active utilization of network and capacities to ensure necessary uptime and future planning.
- Vendor Management
 - Responsible for maintaining relationships with technology vendors for the City of Marshfield.
 - Engaging vendor when there is an issue with the vendor specific hardware or software to bring a resolution.
 - Engaging vendors of known security vulnerabilities learned to ensure their software is not a victim of it.
 - Scheduling repairs of vendor hardware or software with vendor and city staff.
- Consulting
 - Gain understanding of the City of Marshfield's business objectives and work to create an IT plan to help achieve their concerning technology.
 - Check in frequently to ensure business objectives have not changed or determine if their needs to be a realignment of IT plan.
 - Build technology budget and manage the IT budget throughout fiscal year.
 - Consistently be looking for better tools and ways the city could leverage technology to improve their productivity.

The contract to be awarded does not obligate the City to purchase computer equipment, hardware devices, cabling, licenses, or software from the successful vendor. Replacement parts are not part of this contract. The scope also does not include computer equipment and networks not owned by City.

IV. Selection Process

The City of Marshfield will review the submitted RFQ materials provided by qualified companies. Companies selected for interview will be required to submit a quote or proposal for services that shall include costs associated with services for the contract to be considered. Interviews will be conducted in-person at Marshfield City Hall, 798 S. Marshall Street, Marshfield Mo 65706 at a date and time agreed upon between both parties.

V. Submission Requirements

The City of Marshfield, is requesting that the proposal submitted addresses the subjects with specificity. We are looking for content, organized effort, and solution- oriented procedures. The

goal is a secure, smooth operating, efficient process, and effective informational technology system. Each proposal should include the following information:

1. Letter of Transmittal:

The Letter of transmittal must contain the following statements and information:

- A. Company name, address, telephone number(s), and website.
- B. Name, title, email address, and telephone number of the person(s) to contact and person(s) authorized to represent the firm and to whom correspondence should be directed.
- C. A brief statement of your understanding of the services to be performed and to make a positive commitment to provide services as specified.
- D. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.

2. Profile:

Provide a short profile of the firm including at a minimum:

- A. Length of time in business
- B. Length of time providing proposed services.
- C. Number of clients.
- D. Number of clients in the public sector.
- E. Number of full-time employees and area of involvement: Technical Support, Programming, Consulting, Sales Support, and Administrative Support.
- F. Location of office to service the account.

3. Proposals:

Completed Proposal shall be submitted in one original and four copies in a sealed envelope and shall be marked and addressed as follows and must be received no later than 3:00 PM on Wednesday June 1, 2022:

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- 1. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
- 2. Name, title, address, and telephone number of three references for clients, whom similar services have been provided, including information referencing the actual services

performed, number of users, and length of tenure.

3. Naming of staff resources, with identification of principal key personnel and their credentials/certifications; who are available to provide the services; experience and expertise of staff; local availability of staff is an important consideration; role and responsibilities that each staff member will have.
4. Support services questions to be addressed:
 - A. Help Desk Description
 - B. Support availability (days of week and time)
 - C. Structure of charges for support
 - D. Steps for resolving problem escalation
 - E. Final authority regarding conflicts
 - F. Response time and goal for resolving problems
5. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and whether the issue was either litigated or not litigated.
6. Scope of services beyond the RFQ that the firm provides which may be of interest to the City.
7. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

4. Late Proposals

LATE Proposals will not be accepted nor returned.

5. Draft Contract Language

The vendor shall submit a draft contract.

6. Reports

The vendor shall submit service reports monthly summarizing services and any IT Policy issues. The Vendor must be available to meet with the City Administrator and appropriate Department Heads to review quarterly reports and discuss any issues.

VI. Contact Information

The contact person with any questions about this proposal is Sam Rost, City Administrator and can be reached at 417-859-2352, or samrost@marshfieldmo.gov

VI. Evaluation Criteria

A selection committee, appointed by the City Administrator will review the vendors' qualifications. From this review, an evaluation and selection process will be completed using

the following criteria as a benchmark for making a recommendation. The Board of Aldermen will award the contract based on the committee's selection. The criteria are shown below:

- A. Understanding of the Scope of Work, and demonstrated ability to meet requirements
- B. Qualifications, staffing, and reputation
- D. Experience and expertise
- E. Satisfaction of Clients/End Users
- F. Proximity and response time

A rating system, based on pre-defined points, will be used to evaluate the proposals. The award of the contract will be made to the firm or consultant, whose proposal receives a favorable evaluation and approval of the Board of Aldermen.

VII. Miscellaneous

The City of Marshfield reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the City's judgment, best meets the requirements of the program.

The RFQ creates no obligation on the part of the City to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interview. The City reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualification during any discussions.

The City further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as the City may request.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why the City should not, upon written request, disclose such materials.

All inquiries from the vendor for additional information must be made in writing by email to the Sam Rost, City Administrator. He can be reached at 417-859-2352, or samrost@marshfieldmo.gov